Hurricane Irene Follow-up Report

CIO Council Meeting

Sept. 14, 2011

Chad Wirz, VITA

IT INFRASTRUCTURE PARTNERSHIP

VITA   NORTHROP GRUMMAN

Hurricane Irene

Overview
- 540 network tickets impacting approximately 311 locations
- 33 server tickets, most impact at one agency data center
- Power outages were the main cause of service interruption
- Generally a short lag between power restoration and service
- CESC and SWESC data centers had no service interruptions

Observations
- Shutting down equipment at agency locations before the weather event reduced impact
    - Documenting in COOP is encouraged
- Road blockages and cell tower power outages need to be considered in planning
- Integration between ITP incident management and Virginia Emergency Operations Center had positive results, will mature

Lessons learned in progress